Have you run into an issue? The resource to help you solve it depends on the type of trouble you have encountered. There are **two** different Help Desks available and some issues must be handled by your OA training coordinator.

**How to Decide:**

* For functionality issues related to course content (something is not working in the course) **Contact the DOT Learns Help Desk** at [**elmssupport@faa.gov**](mailto:elmssupport@faa.gov)**.** When in doubt, start here.
* For technical issues related to your browser or connectivity (mechanical issues with your computer) **Contact ITSS Help Desk at 5-HELP (202-385-4357), Toll Free (866)-466-5221 or email:** [**5-HELPExpress@dot.gov**](mailto:5-HELPExpress@dot.gov)
* For questions about your account, learning plan or training requests, contact your OA training coordinator. Find your coordinator on DOTNet, at [**DOT Learns**](http://dotnet.dot.gov/news/stories/2018/08/20180823-dot-learns-information.html),

**For functionality related to the program or content, contact DOT Learns Help Desk:**

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| **Examples of Issues** |
| My course will not load |
| The Course Catalog search does not work– the message is “There were some issues performing this search.” |
| My course content will not advance |
| I cannot see the button to advance or complete course |
| I completed all the sections of course in the correct order but I do not get a course completion or the certificate is not in my learning history |
| I need my exam unlocked |
| I get a variety of errors- (Validation, Proxy, Server) |
| I get a message that says to contact eLMS Admin or “System Administrator” |

**Technical issues related to your browser, computer or network, contact 5-Help**

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| **Examples of Issues/Error Message Contents** |
| Updates needed - Java and/or Adobe Flash Player, general updates |
| MyAccess or DOT Network – password needs to be reset |
| Browser issue - you are using Internet Explorer but still having problems launching the course  Security Settings – general updates needed |

**Questions about your account, learning plan or training requests, contact your OA training coordinator**

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| **Examples of Issues/Error Message Contents** |
| I attended a course and my learning history does not show it as completed, my learning history is incomplete or incorrect. |
| I did not locate training in the catalog, training is not on my learning plan or training on my learning plan does not apply to me. |
| New hire is not yet in DOT Learns/cannot log into DOT Learns “…. ID not found in SuccessFactors”. |
| My DOT Learns password needs to be reset (unusual). |
| Error messages: LMS API/SCORM/ACComm, Plateau Content Wrapper |

Tip: DOT Learns and eLMS are different names for the same learning management system. You may see eLMS, it is not a system error.